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STATE OF CALIFORNIA

GRAY DAVIS, Governor

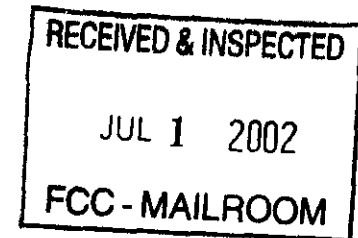
PUBLIC UTILITIES COMMISSION

505 VAN NESS AVENUE
SAN FRANCISCO, CA 94102-3298



June 27, 2002

Mr. William F. Caton
Office of the Secretary
Federal Communications Commission
445 12th Street, S.W.
Washington, D.C. 20554



***Re: CC Docket No. 98-67 – California Public Utilities Commission
Annual Log of Consumer Complaints***

Dear Mr. Caton:

Pursuant to 47 C.F.R. Section 64.604(c)(1), the California Public Utilities Commission ("CPUC" or "California") submits to the Commission annual consumer complaint log summaries for the reporting period June 1, 2001 through May 31, 2002, from California's TRS providers, MCI and Sprint.

The CPUC did not receive any telecommunications relay service complaints alleging violations of the federal minimum standards for the reporting period June 1, 2001 through May 31, 2002. Consequently, the CPUC does not have an annual consumer complaint log to submit for this reporting period.

Very truly yours,

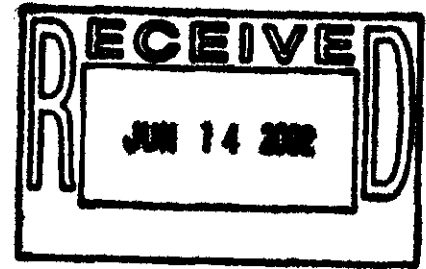
A handwritten signature in cursive script, reading "Jonady Hom Sun".

Jonady Hom Sun
Attorney for the People of the
State of California and the Public
Utilities Commission of the
State of California

JHS:sam

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**FCC Summary Log
For
California Relay Service
June 1, 2001 to May 31, 2002**

Number of Complaints received from June 1, 2001 to May 31, 2002

June '01	July '01	Aug '01	Sept '01	Oct '01	Nov '01	Dec '01	Jan '02	Feb '02	Mar '02	Apr '02	May '02
149	120	165	112	243	171	106	110	66	108	115	170

The total Number of Complaints for this reporting period was 1,635. Complaints are followed up and resolved in a timely manner.

FCC CUSTOMER SERVICE SUMMARY LOG
CALIFORNIA RELAY SERVICE AND SPEECH-TO-SPEECH
June 2001

Log #	Date	Description of Issue	Description of Resolution	Date
47599	6/1/01	RO SPELLING ACCURACY	RO COACHED	6/4/01
47623	6/3/01	LINE DISCONNECTED	TECHNICAL ISSUE; RESOLVED	6/3/01
47624	6/2/01	STS RINGING, NO ANSWER	TEMPORARILY HIGH CALL VOLUME	6/2/01
47627	6/3/01	SUPERVISOR DID NOT ASSIST CUSTOMER	TECHNICAL ISSUE; RESOLVED	6/3/01
47632	6/3/01	RO WAS NOT FAMILIAR WITH VCO PROCEDURE	SUPERVISOR COACHED RO	6/6/01
47635	6/3/01	CA WAS IMPATIENT	SUPERVISOR COACHED CA	6/14/01
47636	6/3/01	CA WAS IMPATIENT	SUPERVISOR COACHED CA	6/5/01
47637	6/3/01	CA WAS IMPATIENT	SUPERVISOR COACHED CA	6/5/01
47638	6/3/01	CA WAS IMPATIENT	SUPERVISOR COACHED CA	6/5/01
47639	6/3/01	LINE DISCONNECTED	TECHNICIANS UNABLE TO DUPLICATE	6/5/01
47654	6/4/01	RO DID NOT FOLLOW INSTRUCTIONS	SUPERVISOR COACHED RO	6/11/01
47656	6/4/01	VOLUME CUT OFF	TECHNICIANS UNABLE TO DUPLICATE	6/4/01
47657	6/4/01	RO DID NOT FOLLOW INSTRUCTIONS	SUPERVISOR COACHED RO	6/7/01
47663	6/4/01	ROs ARE TYPING ON HCO CALLS	UNABLE TO IDENTIFY RO	6/4/01
47670	6/5/01	RO HUNG UP ON CUSTOMER	SUPERVISOR COACHED RO	6/11/01
47673	6/5/01	RO DID NOT PROVIDE CALL CONTENT; HUNG UP	UNABLE TO IDENTIFY RO	6/11/01

FCC CUSTOMER SERVICE SUMMARY LOG
CALIFORNIA RELAY SERVICE AND SPEECH-TO-SPEECH
June 2001

Log #	Date	Description of Issue	Description of Resolution	Date
47677	6/5/01	"NOISE" ON A CALL	TECHNICIANS UNABLE TO DUPLICATE	6/11/01
47680	6/5/01	RO HUNG UP	UNABLE TO IDENTIFY RO	6/8/01
47682	6/5/01	RO DID NOT FOLLOW INSTRUCTIONS	SUPERVISOR COACHED RO	6/7/01
47683	6/5/01	CA COULD NOT UNDERSTAND CUSTOMER	SUPERVISOR COACHED CA	6/14/01
47684	6/5/01	CA COULD NOT UNDERSTAND CUSTOMER	SUPERVISOR COACHED CA	6/14/01
47685	6/5/01	CA COULD NOT UNDERSTAND CUSTOMER	SUPERVISOR COACHED CA	6/14/01
47686	6/5/01	CA COULD NOT UNDERSTAND CUSTOMER	SUPERVISOR COACHED CA	6/14/01
47687	6/5/01	CA COULD NOT UNDERSTAND CUSTOMER	SUPERVISOR COACHED CA	6/14/01
47697	6/5/01	RO HUNG UP	SUPERVISOR COACHED RO	6/6/01
47698	6/5/01	SUPERVISOR WAS RUDE	MANAGER COACHED SUPERVISOR	6/12/01
47699	6/5/01	RO DELAYED RETRIEVING VOICE MAIL	RO TERMINATED	6/19/01
47707	6/6/01	FAST BUSY WHEN CALLING STS	TECHNICAL ISSUE, RESOLVED	6/11/01
47709	6/6/01	BILLING ISSUE	FORWARDED FOR BILLING ADJUSTMENT	6/6/01
47713	6/6/01	900 RINGING, NO ANSWER	TECHNICIANS UNABLE TO DUPLICATE	6/6/01
47714	6/6/01	CUSTOMER WAS TRANSFERRED TO C/S	UNABLE TO IDENTIFY RO	6/8/01
47720	6/6/01	UNABLE TO REACH 800 NUMBER	ALTERNATE NUMBER PROVIDED	6/11/01

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CALIFORNIA RELAY SERVICE AND SPEECH-TO-SPEECH
June 2001

Log #	Date	Description of Issue	Description of Resolution	Date
47722	6/6/01	RO WAS INATTENTIVE	SUPERVISOR COACHED RO	6/12/01
47725	6/6/01	CA WAS RUDE	SUPERVISOR COACHED CA	6/26/01
47727	6/6/01	ECHO	TECHNICIANS UNABLE TO DUPLICATE	7/3/01
47735	6/7/01	NOT ABLE TO REACH "00" OPR	ALTERNATE NUMBER PROVIDED	6/14/01
47736	6/7/01	UNABLE TO REACH 800 NUMBER	ALTERNATE NUMBER PROVIDED	6/15/01
47737	6/7/01	UNABLE TO REACH 800 NUMBER	ALTERNATE NUMBER PROVIDED	6/15/01
47739	6/7/01	CA COULD NOT UNDERSTAND CUSTOMER	SUPERVISOR COACHED CA	6/14/01
47750	6/7/01	CA COULD NOT UNDERSTAND CUSTOMER	SUPERVISOR COACHED CA	6/14/01
47751	6/7/01	CA COULD NOT UNDERSTAND CUSTOMER	SUPERVISOR COACHED CA	6/7/01
47753	6/7/01	UNABLE TO REACH 800 NUMBER	ALTERNATE NUMBER PROVIDED	6/15/01
47759	6/7/01	CA COULD NOT UNDERSTAND CUSTOMER	SUPERVISOR COACHED CA	6/14/01
47761	6/7/01	CA COULD NOT UNDERSTAND CUSTOMER	SUPERVISOR COACHED CA	6/14/01
47763	6/7/01	RO WAS RUDE	SUPERVISOR COACHED RO	6/13/01
47764	6/7/01	UNABLE TO REACH 800 NUMBER	ALTERNATE NUMBER PROVIDED	6/15/01
47765	6/7/01	RO WAS RUDE; HUNG UP	UNABLE TO IDENTIFY RO	6/11/01
47774	6/8/01	UNABLE TO REACH 800 NUMBER	ALTERNATE NUMBER PROVIDED	6/15/01

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CALIFORNIA RELAY SERVICE AND SPEECH-TO-SPEECH
June 2001**

Log #	Date	Description of Issue	Description of Resolution	Date
47779	6/8/01	UNABLE TO BE TRANSFERRED TO C/S	TECHNICAL ISSUE; RESOLVED	6/30/01
47780	6/8/01	UNABLE TO REACH 800 NUMBER	ALTERNATE NUMBER PROVIDED	6/15/01
47783	6/8/01	RO HUNG UP	SUPERVISOR COACHED RO	6/13/01
47785	6/8/01	UNABLE TO REACH 800 NUMBER	ALTERNATE NUMBER PROVIDED	6/15/01
47788	6/8/01	UNABLE TO REACH 800 NUMBER	ALTERNATE NUMBER PROVIDED	6/15/01
47794	6/9/01	UNABLE TO REACH 800 NUMBER	ALTERNATE NUMBER PROVIDED	6/15/01
47795	6/9/01	UNABLE TO REACH 800 NUMBER	ALTERNATE NUMBER PROVIDED	6/15/01
47796	6/9/01	RO SPELLING ACCURACY	SUPERVISOR COACHED RO	6/13/01
47800	6/9/01	UNABLE TO REACH 800 NUMBER	ALTERNATE NUMBER PROVIDED	6/15/01
47808	6/10/01	UNABLE TO REACH 800 NUMBER	ALTERNATE NUMBER PROVIDED	6/15/01
47815	6/11/01	UNABLE TO REACH 800 NUMBER	ALTERNATE NUMBER PROVIDED	6/15/01
47816	6/11/01	UNABLE TO REACH 800 NUMBER	ALTERNATE NUMBER PROVIDED	6/15/01
47817	6/11/01	UNABLE TO REACH 800 NUMBER	ALTERNATE NUMBER PROVIDED	6/15/01
47818	6/11/01	UNABLE TO REACH 800 NUMBER	ALTERNATE NUMBER PROVIDED	6/15/01
47820	6/11/01	UNABLE TO REACH 800 NUMBER	ALTERNATE NUMBER PROVIDED	6/15/01
47823	6/11/01	UNABLE TO REACH 800 NUMBER	ALTERNATE NUMBER PROVIDED	6/15/01

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Log #	Date	Description of Issue	Description of Resolution	Date
47824	6/11/01	UNABLE TO REACH 800 NUMBER	ALTERNATE NUMBER PROVIDED	6/15/01
47826	6/11/01	UNABLE TO REACH 800 NUMBER	ALTERNATE NUMBER PROVIDED	6/15/01
47832	6/11/01	UNABLE TO REACH 800 NUMBER	ALTERNATE NUMBER PROVIDED	6/15/01
47833	6/11/01	RO VOICE CLARITY	SUPERVISOR COACHED RO	6/14/01
47834	6/11/01	UNABLE TO REACH 800 NUMBER	ALTERNATE NUMBER PROVIDED	6/15/01
47835	6/11/01	RO'S INATTENTIVE	UNABLE TO IDENTIFY RO	6/11/01
47836	6/11/01	VOLUME CUT OFF	TECHNICIANS UNABLE TO DUPLICATE	7/3/01
47837	6/11/01	UNABLE TO REACH 800 NUMBER	ALTERNATE NUMBER PROVIDED	6/15/01
47838	6/11/01	VOLUME CUT OFF	TECHNICIANS UNABLE TO DUPLICATE	7/3/01
47843	6/11/01	UNABLE TO REACH 800 NUMBER	ALTERNATE NUMBER PROVIDED	6/15/01
47845	6/11/01	UNABLE TO REACH 800 NUMBER	ALTERNATE NUMBER PROVIDED	6/15/01
47846	6/11/01	UNABLE TO REACH 800 NUMBER	ALTERNATE NUMBER PROVIDED	6/15/01
47851	6/11/01	CA WAS UNABLE TO DIAL OUT	TECHNICAL ISSUE; RESOLVED	6/15/01
47856	6/12/01	RO PROCEDURE MISUNDERSTANDING	SUPERVISOR COACHED RO	6/27/01
47857	6/12/01	UNABLE TO REACH 800 NUMBER	ALTERNATE NUMBER PROVIDED	6/15/01
47859	6/12/01	RO DID NOT PROVIDE NUMBER OR GENDER	SUPERVISOR COACHED RO	6/15/01

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Log #	Date	Description of Issue	Description of Resolution	Date
47863	6/12/01	RO DID NOT FOLLOW INSTRUCTIONS	SUPERVISOR COACHED RO	6/26/01
47864	6/12/01	DISCONNECT; CRS AND CUSTOMER SERVICE	TECHNICAL ISSUE; RESOLVED	7/3/01
47865	6/12/01	UNABLE TO REACH CUSTOMER SERVICE	TEMPORARILY HIGH CALL VOLUME	6/12/01
47866	6/12/01	GARBLE	TECHNICIANS UNABLE TO DUPLICATE	6/12/01
47867	6/12/01	RO DID NOT FOLLOW INSTRUCTIONS	SUPERVISOR COACHED RO	6/12/01
47875	6/12/01	RO WAS RUDE	SUPERVISOR COACHED RO	6/14/01
47876	6/12/01	UNABLE TO REACH 800 NUMBER	ALTERNATE NUMBER PROVIDED	6/15/01
47878	6/12/01	ECHO	TECHNICIANS UNABLE TO DUPLICATE	7/3/01
47880	6/12/01	UNABLE TO REACH 800 NUMBER	ALTERNATE NUMBER PROVIDED	6/15/01
47883	6/12/01	RO VOICE CLARITY	UNABLE TO IDENTIFY RO	6/14/01
47892	6/13/01	UNABLE TO REACH 800 NUMBER	ALTERNATE NUMBER PROVIDED	6/15/01
47893	6/13/01	UNABLE TO REACH 800 NUMBER	ALTERNATE NUMBER PROVIDED	6/15/01
47894	6/13/01	REQUESTED CALLER PROFILE UPDATE	PROFILE UPDATED	6/21/01
47897	6/13/01	UNABLE TO REACH 800 NUMBER	ALTERNATE NUMBER PROVIDED	6/15/01
47898	6/13/01	UNABLE TO REACH 800 NUMBER	ALTERNATE NUMBER PROVIDED	6/15/01
47900	6/13/01	UNABLE TO REACH 800 NUMBER	ALTERNATE NUMBER PROVIDED	6/15/01

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Log #	Date	Description of Issue	Description of Resolution	Date
47902	6/13/01	GARBLE	TECHNICIANS UNABLE TO DUPLICATE	6/13/01
47903	6/13/01	CA HUNG UP ON CUST	SUPERVISOR COACHED CA	6/15/01
47904	6/13/01	UNABLE TO REACH 800 NUMBER	ALTERNATE NUMBER PROVIDED	6/15/01
47906	6/13/01	UNABLE TO REACH 800 NUMBER	ALTERNATE NUMBER PROVIDED	6/15/01
47907	6/13/01	UNABLE TO REACH CUSTOMER SERVICE	TEMPORARILY HIGH CALL VOLUME	6/13/01
47909	6/13/01	SUPERVISOR DID NOT INFORM CUSTOMER PRIOR TO TAKING OVER A CALL	SUPERVISOR COACHED CA	6/13/01
47911	6/13/01	CA DIDN'T FOLLOW INSTRUCTIONS; SPELLING ACCURACY; NOT FAMILIAR WITH PROCEDURE	SUPERVISOR COACHED CA	6/13/01
47934	6/14/01	RO DID NOT FOLLOW PROCEDURE	SUPERVISOR COACHED RO	6/18/01
47935	6/14/01	STS RINGING, NO ANSWER	TEMPORARILY HIGH CALL VOLUME	7/3/01
47937	6/14/01	STS RINGING, NO ANSWER	TEMPORARILY HIGH CALL VOLUME	6/14/01
47938	6/14/01	STS RINGING, NO ANSWER	TEMPORARILY HIGH CALL VOLUME	6/14/01
47943	6/14/01	RO TOOK CONTROL OF CALL	SUPERVISOR COACHED RO	7/2/01
47962	6/15/01	RO DID NOT FOLLOW INSTRUCTIONS	SUPERVISOR COACHED RO	6/19/01
47977	6/16/01	RO HUNG UP	SUPERVISOR COACHED RO	7/4/01
47983	6/17/01	CRS RINGING, NO ANSWER	TEMPORARILY HIGH CALL VOLUME	6/17/01
47995	6/18/01	RO INTERRUPTED	SUPERVISOR COACHED RO	6/21/01

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CALIFORNIA RELAY SERVICE AND SPEECH-TO-SPEECH
June 2001

Log #	Date	Description of Issue	Description of Resolution	Date
48008	6/19/01	UNABLE TO REACH STS	TECHNICAL ISSUE; RESOLVED	7/3/01
48011	6/19/01	CA HUNG UP	SUPERVISOR COACHED CA	6/26/01
48013	6/19/01	VCO PROFILE WAS TURNED OFF	PROFILE UPDATED	6/21/01
48016	6/19/01	RO WAS RUDE	SUPERVISOR COACHED RO	6/21/01
48024	6/19/01	RO HUNG UP; RO PROCEDURE MISUNDERSTANDING	RO COACHED	6/19/01
48025	6/19/01	VOLUME CUT OFF	TECHNICIANS UNABLE TO DUPLICATE	7/3/01
48048	6/20/01	RO DID NOT FOLLOW INSTRUCTIONS	SUPERVISOR COACHED RO	6/28/01
48054	6/20/01	RO COULD NOT RETRIEVE VOICE MAIL	UNABLE TO IDENTIFY RO	6/20/01
48058	6/21/01	RO DID NOT FOLLOW INSTRUCTIONS	UNABLE TO IDENTIFY RO	6/21/01
48061	6/21/01	VOLUME CUT OFF	TECHNICIANS UNABLE TO DUPLICATE	7/3/01
48062	6/21/01	GARBLE	TECHNICIANS UNABLE TO DUPLICATE	6/21/01
48063	6/21/01	RO DID NOT FOLLOW INSTRUCTIONS	SUPERVISOR COACHED RO	6/25/01
48079	6/22/01	RO DID NOT FOLLOW INSTRUCTIONS	SUPERVISOR COACHED RO	7/2/01
48083	6/22/01	RO TYPING ACCURACY	SUPERVISOR COACHED RO	6/22/01
48093	6/23/01	RO HUNG UP	SUPERVISOR COACHED RO	7/2/01
48096	6/23/01	RO TYPING SPEED	SUPERVISOR COACHED RO	7/2/01

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June 2001

Log #	Date	Description of Issue	Description of Resolution	Date
48098	6/23/01	RO WAS RUDE	SUPERVISOR COACHED RO	6/27/01
48100	6/23/01	RO WAS NOT FAMILIAR WITH PROCEDURE	UNABLE TO IDENTIFY RO	6/23/01
48101	6/23/01	UNABLE TO REACH 900 RELAY	POSSIBLE 900 BLOCK ON CUSTOMER'S PHONE	6/23/01
48102	6/23/01	CA BECAME INVOLVED IN A CALL	SUPERVISOR COACHED CA	6/26/01
48104	6/23/01	CA DID NOT FOLLOW PROCEDURE	SUPERVISOR COACHED CA	6/26/01
48112	6/24/01	RO DID NOT FOLLOW INSTRUCTIONS	SUPERVISOR COACHED RO	6/28/01
48121	6/25/01	GARBLE	TECHNICIANS UNABLE TO DUPLICATE	6/25/01
48122	6/25/01	RO HUNG UP	SUPERVISOR COACHED RO	7/2/01
48124	6/25/01	RO WAS INATTENTIVE	SUPERVISOR COACHED RO	7/3/01
48126	6/25/01	RO WAS INATTENTIVE	SUPERVISOR COACHED RO	6/27/01
48130	6/26/01	STS RINGING, NO ANSWER	TEMPORARILY HIGH CALL VOLUME	6/26/01
48133	6/26/01	RO HUNG UP	SUPERVISOR COACHED RO	7/3/01
48136	6/26/01	GARBLE	TECHNICIANS UNABLE TO DUPLICATE	6/26/01
48140	6/26/01	RO DID NOT RELAY VERBATIM	SUPERVISOR COACHED RO	6/29/01
48142	6/26/01	BILLING ISSUE	FORWARDED FOR BILLING ADJUSTMENT	6/26/01
48148	6/27/01	RO PROCEDURE MISUNDERSTANDING	SUPERVISOR COACHED RO	6/29/01

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CALIFORNIA RELAY SERVICE AND SPEECH-TO-SPEECH
June 2001**

Log #	Date	Description of Issue	Description of Resolution	Date
48149	6/27/01	GARBLE	TECHNICIANS UNABLE TO DUPLICATE	6/27/01
48152	6/27/01	RO HUNG UP	SUPERVISOR COACHED RO	7/2/01
48153	6/27/01	RO INATTENTIVE	SUPERVISOR COACHED RO	7/2/01
48171	6/28/01	UNABLE TO REACH 800 NUMBER	ALTERNATE NUMBER PROVIDED	6/28/01
48185	6/29/01	DELAY IN PLACING VCO TO VCO CALLS	UNABLE TO IDENTIFY RO	6/29/01
48188	6/29/01	RO DID NOT PROVIDE A "GA"	SUPERVISOR COACHED RO	6/29/01

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CALIFORNIA RELAY SERVICE AND SPEECH-TO-SPEECH
July 2001

Log #	Date	Description of Issue	Description of Resolution	Date
48201	7/1/01	RO COULD NOT RETRIEVE VOICE MAIL	SUPERVISOR COACHED RO	7/16/01
48202	7/1/01	RO DID NOT RESPOND TO QUESTION	SUPERVISOR COACHED RO	7/5/01
48214	7/2/01	RO WAS INATTENTIVE	SUPERVISOR COACHED RO	7/3/01
48216	7/2/01	CA COULD NOT UNDERSTAND CUSTOMER	SUPERVISOR COACHED CA	7/19/01
48217	7/2/01	RO DID NOT REPEAT CALL INFORMATION	UNABLE TO IDENTIFY RO	7/2/01
48218	7/2/01	ROs ARE NOT FOLLOWING PROFILE	UNABLE TO IDENTIFY RO	7/2/01
48219	7/2/01	RO DID NOT FOLLOW PROFILE	SUPERVISOR COACHED RO	7/4/01
48225	7/2/01	RO DID NOT LEAVE MSG ON ANSWERING MACHINE	UNABLE TO IDENTIFY RO	7/2/01
48228	7/2/01	CRS RINGING, NO ANSWER	TEMPORARILY HIGH CALL VOLUME	7/2/01
48230	7/2/01	ROs ARE NOT HONORING CUSTOMER'S REQUEST	UNABLE TO IDENTIFY RO	7/2/01
48234	7/3/01	RO DID NOT FOLLOW INSTRUCTIONS	SUPERVISOR COACHED RO	7/10/01
48235	7/3/01	ROs ARE NOT FOLLOWING PROFILE	UNABLE TO IDENTIFY RO	7/3/01
48238	7/3/01	RO HUNG UP	SUPERVISOR COACHED RO	7/8/01
48240	7/3/01	CRS CANNOT RETRIEVE VOICE MAIL MESSAGES	CUSTOMER EQUIPMENT ISSUE	7/12/01
48241	7/3/01	GARBLE	TECHNICIANS UNABLE TO DUPLICATE	7/18/01
48242	7/3/01	CRS CANNOT RETRIEVE VOICE MAIL MESSAGES	CUSTOMER EQUIPMENT ISSUE	7/12/01

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July 2001**

Log #	Date	Description of Issue	Description of Resolution	Date
48245	7/3/01	RO DID NOT FOLLOW INSTRUCTIONS	SUPERVISOR COACHED RO	7/12/01
48246	7/3/01	CRS CANNOT RETRIEVE VOICE MAIL MESSAGES	CUSTOMER EQUIPMENT ISSUE	7/3/01
48247	7/3/01	CRS CANNOT RETRIEVE VOICE MAIL MESSAGES	CUSTOMER EQUIPMENT ISSUE	7/17/01
48264	7/5/01	RO DID NOT FOLLOW INSTRUCTIONS	SUPERVISOR COACHED RO	7/10/01
48267	7/5/01	CRS RINGING, NO ANSWER	TEMPORARILY HIGH CALL VOLUME	7/12/01
48282	7/6/01	SUPERVISOR WAS RUDE	MANAGER COACHED SUPERVISOR	7/16/01
48283	7/6/01	RO HUNG UP	UNABLE TO IDENTIFY RO	7/6/01
48294	7/7/01	UNABLE TO REACH 800 NUMBER	ALTERNATE NUMBER PROVIDED	7/18/01
48302	7/8/01	RO COULD NOT PROCESS VCO-TO-TTY CALL	UNABLE TO IDENTIFY RO	8/4/01
48303	7/8/01	RO COULD NOT PROCESS VCO-TO-TTY CALL	UNABLE TO IDENTIFY RO	7/17/01
48315	7/9/01	BILLING ISSUE	FORWARDED FOR BILLING ADJUSTMENT	7/9/01
48332	7/10/01	CA COULD NOT UNDERSTAND CUSTOMER	SUPERVISOR COACHED CA	7/13/01
48345	7/11/01	RO DID NOT FOLLOW INSTRUCTIONS	SUPERVISOR COACHED RO	7/17/01
48351	7/12/01	STS RINGING, NO ANSWER	TEMPORARILY HIGH CALL VOLUME	7/16/01
48353	7/12/01	CA COULD NOT UNDERSTAND CUSTOMER	SUPERVISOR COACHED CA	7/19/01
48354	7/12/01	NO CONNECTION THROUGH HCO	PROPER PROCEDURE EXPLAINED	7/12/01

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July 2001**

Log #	Date	Description of Issue	Description of Resolution	Date
48356	7/12/01	GARBLE	TECHNICIANS UNABLE TO DUPLICATE	7/18/01
48357	7/12/01	CRS RINGING, NO ANSWER	TEMPORARILY HIGH CALL VOLUME	7/12/01
48361	7/12/01	ROs REFUSE TO PLACE CALLS TO CUSTOMER	UNABLE TO IDENTIFY RO	7/17/01
48374	7/13/01	FEMALE ROs DO NOT VOICE LOUDLY ENOUGH	UNABLE TO IDENTIFY RO	7/16/01
48383	7/14/01	PROBLEM DIALING AT&T THROUGH STS	CUSTOMER STATED EVERYTHING IS FINE NOW	7/16/01
48384	7/14/01	RO DID NOT TYPE ENTIRE ANS MACHINE MESSAGE	SUPERVISOR COACHED RO	7/17/01
48385	7/14/01	RO VOICING AND TYPING SPEED	SUPERVISOR COACHED RO	8/1/01
48408	7/16/01	NO ANSWER AT CUSTOMER SERVICE NUMBER	TEMPORARILY HIGH CALL VOLUME	7/16/01
48409	7/16/01	RO IS NOT FAMILIAR WITH VCO PROCEDURE	SUPERVISOR COACHED RO	7/19/01
48413	7/16/01	RO HUNG UP	SUPERVISOR COACHED RO	7/18/01
48418	7/17/01	RO SPELLING	SUPERVISOR COACHED RO	7/22/01
48427	7/17/01	GARBLE	TECHNICIANS UNABLE TO DUPLICATE	7/23/01
48428	7/17/01	"NOISE" WHEN ON STS LINE	CUSTOMER REDIALED; CALL WENT THROUGH FINE	7/31/01
48430	7/17/01	CA TOOK CONTROL OF CALL	SUPERVISOR COACHED CA	7/26/01
48432	7/17/01	UNABLE TO REACH 800 NUMBER	ALTERNATE NUMBER PROVIDED	7/17/01
48438	7/18/01	DISCONNECTED WHEN TRANSFERRED TO C/S	TECHNICIANS UNABLE TO DUPLICATE	7/18/01

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Log #	Date	Description of Issue	Description of Resolution	Date
48441	7/18/01	RO DID NOT EXPLAIN PRIVACY FEATURE	PROFIED FOR NO EXPLANATION OF SERVICE	7/19/01
48445	7/18/01	RO WAS IMPATIENT	SUPERVISOR COACHED RO	7/30/01
48447	7/18/01	RO WAS INATTENTIVE	SUPERVISOR COACHED RO	7/22/01
48467	7/19/01	SPANISH RELAY RINGING, NO ANSWER	TEMPORARILY HIGH CALL VOLUME	7/19/01
48477	7/19/01	RO DID NOT FOLLOW INSTRUCTIONS	SUPERVISOR COACHED RO	7/30/01
48486	7/20/01	RO VOICE WAS NOT CLEAR ON ANS MACHINE	SUPERVISOR COACHED RO	7/29/01
48487	7/20/01	UNABLE TO MAKE LD RELAY CALLS	PROPERTY RECORD UPDATED	7/31/01
48488	7/20/01	RO HUNG UP	SUPERVISOR COACHED RO	7/25/01
48490	7/20/01	CA PROCEDURE MISUNDERSTANDING	SUPERVISOR COACHED CA	7/26/01
48494	7/20/01	RO RELAY PACE	SUPERVISOR COACHED RO	7/23/01
48509	7/21/01	RO DID NOT PROVIDE REQUESTED INFORMATION	SUPERVISOR COACHED RO	7/23/01
48510	7/21/01	RO ACCURACY, SPELLING, SPEED	SUPERVISOR COACHED RO	7/24/01
48511	7/21/01	CoC OPTION WAS NOT OFFERED TO CUSTOMER	EXPLAINED CoC PROCEDURE	7/24/01
48531	7/23/01	CRS FAST BUSY	TECHNICIANS UNABLE TO DUPLICATE	7/29/01
48532	7/23/01	CA WAS RUDE	UNABLE TO IDENTIFY CA	7/26/01
48534	7/23/01	BILLED BY MCI, NOT PREFERRED IXC	CALLER PROFILE CREATED	7/23/01

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Log #	Date	Description of Issue	Description of Resolution	Date
48536	7/23/01	RO ACCURACY, SPELLING, SPEED	SUPERVISOR COACHED RO	7/25/01
48537	7/23/01	VCO PROFILE NOT WORKING	PROFILE UPDATED	7/27/01
48540	7/23/01	RO SPELLING	SUPERVISOR COACHED RO	7/30/01
48541	7/23/01	VCO NOT WORKING	PROFILE UPDATED	7/27/01
48543	7/23/01	VCO NOT WORKING	PROFILE UPDATED	8/4/01
48544	7/23/01	VCO NOT WORKING	PROFILE UPDATED	8/4/01
48545	7/23/01	VCO NOT WORKING	PROFILE UPDATED	8/1/01
48546	7/23/01	VCO NOT WORKING	PROFILE UPDATED	8/4/01
48547	7/23/01	VCO NOT WORKING	PROFILE UPDATED	8/4/01
48548	7/23/01	VCO NOT WORKING	PROFILE UPDATED	8/1/01
48549	7/23/01	VCO NOT WORKING	PROFILE UPDATED	8/4/01
48552	7/23/01	RO WAS UNRESPONSIVE	SUPERVISOR COACHED RO	7/25/01
48553	7/23/01	VCO NOT WORKING	PROFILE UPDATED	7/27/01
48554	7/23/01	RO DID NOT FOLLOW INSTRUCTIONS	SUPERVISOR COACHED RO	7/31/01
48555	7/23/01	VCO NOT WORKING	PROFILE UPDATED	8/4/01
48560	7/24/01	VCO NOT WORKING	PROFILE UPDATED	7/27/01

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Log #	Date	Description of Issue	Description of Resolution	Date
48561	7/24/01	VCO NOT WORKING	PROFILE UPDATED	8/1/01
48562	7/24/01	VCO NOT WORKING	PROFILE UPDATED	7/24/01
48563	7/24/01	VCO NOT WORKING	PROFILE UPDATED	8/4/01
48565	7/24/01	VCO NOT WORKING	PROFILE UPDATED	7/27/01
48569	7/24/01	UNABLE TO REACH 800 NUMBER	ALTERNATE NUMBER PROVIDED	7/24/01
48571	7/24/01	RO DID NOT FOLLOW INSTRUCTIONS	SUPERVISOR COACHED RO	7/26/01
48574	7/24/01	ECHO	TECHNICIANS UNABLE TO DUPLICATE	7/24/01
48579	7/24/01	GARBLE	TECHNICIANS UNABLE TO DUPLICATE	7/24/01
48580	7/24/01	RO VOICE CLARITY	SUPERVISOR COACHED RO	7/31/01
48587	7/25/01	RO WAS INATTENTIVE	SUPERVISOR COACHED RO	8/3/01
48604	7/25/01	RO HUNG UP	SUPERVISOR COACHED RO	7/31/01
48607	7/25/01	RO VOICE CLARITY	SUPERVISOR COACHED RO	7/31/01
48608	7/25/01	RO TRANSPARENCY	SUPERVISOR COACHED RO	7/31/01
48609	7/25/01	"NOISE" ON STS LINE	TECHNICIANS UNABLE TO DUPLICATE	7/28/01
48610	7/25/01	STS RINGING, NO ANSWER	TEMPORARILY HIGH CALL VOLUME	7/28/01
48611	7/25/01	VCO NOT WORKING	PROFILE UPDATED	7/31/01

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Log #	Date	Description of Issue	Description of Resolution	Date
48613	7/25/01	STS RINGING, NO ANSWER	TEMPORARILY HIGH CALL VOLUME	7/28/01
48614	7/25/01	CUSTOMER COULD NOT UNDERSTAND CA	SUPERVISOR COACHED CA	7/27/01
48635	7/26/01	"NOISE" ON STS LINE	TECHNICIANS UNABLE TO DUPLICATE	7/26/01
48639	7/26/01	GARBLE	TECHNICIANS UNABLE TO DUPLICATE	7/26/01
48642	7/26/01	RO INTERRUPTED DURING A CALL	UNABLE TO IDENTIFY RO	7/31/01
48649	7/27/01	RO WAS INATTENTIVE	SUPERVISOR COACHED RO	8/2/01
48651	7/27/01	CA COULD NOT UNDERSTAND CUSTOMER	SUPERVISOR COACHED CA	7/27/01
48655	7/27/01	RO WAS RUDE	UNABLE TO IDENTIFY CA	7/27/01
48656	7/27/01	CA COULD NOT UNDERSTAND CUSTOMER	SUPERVISOR COACHED CA	7/27/01
48660	7/27/01	CAs ARE RUDE AND HANG UP	UNABLE TO IDENTIFY CA	7/27/01
48662	7/27/01	VCO NOT WORKING	PROFILE UPDATED	8/2/01
48663	7/27/01	RO PROCEDURE MISUNDERSTANDING	SUPERVISOR COACHED RO	8/3/01
48674	7/28/01	RO DID NOT FOLLOW INSTRUCTIONS	SUPERVISOR COACHED RO	7/31/01
48675	7/28/01	RO DID NOT FOLLOW INSTRUCTIONS	SUPERVISOR COACHED RO	8/5/01
48683	7/29/01	RO COULD NOT RETRIEVE VOICE MAIL	SUPERVISOR COACHED RO	7/31/01
48684	7/29/01	SUPERVISOR COULD NOT RETRIEVE VOICE MAIL	MANAGER COACHED SUPERVISOR	8/4/01

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Log #	Date	Description of Issue	Description of Resolution	Date
48685	7/29/01	VCO NOT WORKING	PROFILE UPDATED	7/29/01
48691	7/30/01	BILLING ISSUE	FORWARDED FOR BILLING ADJUSTMENT	7/30/01
48699	7/30/01	RO WAS RUDE	RO TERMINATED	7/31/01
48700	7/30/01	ECHO AND GARBLING	TECHNICIANS UNABLE TO DUPLICATE	7/30/01
48702	7/30/01	RO PROCEDURE MISUNDERSTANDING	SUPERVISOR COACHED RO	8/5/01
48708	7/31/01	RO TOOK CONTROL OF CALL	SUPERVISOR COACHED RO	8/2/01
48709	7/31/01	RO TOOK CONTROL OF CALL	SUPERVISOR COACHED RO	7/31/01
48727	7/31/01	CA COULD NOT UNDERSTAND CUSTOMER	SUPERVISOR COACHED CA	7/31/01

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Log #	Date	Description of Issue	Description of Resolution	Date
48734	8/1/01	UNABLE TO REACH 800 NUMBER	ALTERNATE NUMBER PROVIDED	8/9/01
48742	8/1/01	RO WAS RUDE	SUPERVISOR COACHED RO	8/9/01
48747	8/1/01	RO HUNG UP	SUPERVISOR COACHED RO	8/8/01
48748	8/1/01	RO IS NOT FAMILIAR WITH PROCEDURE	SUPERVISOR COACHED RO	8/3/01
48760	8/2/01	RO DID NOT EXPLAIN RELAY	SUPERVISOR COACHED RO	8/7/01
48762	8/2/01	900 RELAY ACCESS NUMBER RINGING, NO ANSWER	TEMPORARILY HIGH CALL VOLUME	8/15/01
48763	8/2/01	CA SPOKE TO OTHER CA WHILE PROCESSING CALL	SUPERVISOR COACHED CA	8/14/01
48766	8/2/01	GARBLE	TECHNICIANS UNABLE TO DUPLICATE	8/7/01
48771	8/2/01	GARBLE	TECHNICIANS UNABLE TO DUPLICATE	8/7/01
48775	8/2/01	RO COULD NOT RETRIEVE VOICE MAIL	SUPERVISOR COACHED RO	8/9/01
48776	8/2/01	SUPERVISOR WOULD NOT RETRIEVE VOICE MAIL	MANAGER COACHED SUPERVISOR	8/9/01
48785	8/3/01	GARBLE	TECHNICIANS UNABLE TO DUPLICATE	8/21/01
48788	8/3/01	RO HUNG UP	SUPERVISOR COACHED RO	8/8/01
48790	8/3/01	UNABLE TO REACH 800 NUMBER	ALTERNATE NUMBER PROVIDED	8/15/01
48793	8/3/01	RO COULD NOT RETRIEVE MESSAGES	SUPERVISOR COACHED RO	8/9/01
48795	8/3/01	VCO FEATURE NOT ACTIVE	UNABLE TO PROFILE THIS ANI	8/15/01

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Log #	Date	Description of Issue	Description of Resolution	Date
48796	8/3/01	GARBLE	TECHNICIANS UNABLE TO DUPLICATE	8/21/01
48807	8/5/01	GARBLE	TECHNICIANS UNABLE TO DUPLICATE	8/18/01
48810	8/5/01	SUPERVISOR COULD NOT RETRIEVE VOICE MAIL	MANAGER COACHED SUPERVISOR	8/9/01
48811	8/5/01	RO COULD NOT RETRIEVE VOICE MAIL	SUPERVISOR COACHED RO	8/14/01
48812	8/5/01	RO SPELLING; NOT FAMILIAR WITH PROCEDURE	SUPERVISOR COACHED RO	8/14/01
48818	8/6/01	RO PROCEDURE MISUNDERSTANDING; HUNG UP	SUPERVISOR COACHED RO	8/14/01
48823	8/6/01	RO DID NOT FOLLOW INSTRUCTIONS	SUPERVISOR COACHED RO	8/9/01
48824	8/6/01	RO HUNG UP	SUPERVISOR COACHED RO	8/8/01
48826	8/6/01	RO DID NOT FOLLOW INSTRUCTIONS	SUPERVISOR COACHED RO	8/8/01
48827	8/6/01	RO WAS RUDE	UNABLE TO IDENTIFY RO	8/9/01
48829	8/6/01	VCO TO TTY CALLS NOT PROCESSED TIMELY	TEMPORARILY HIGH CALL VOLUME	8/6/01
48831	8/6/01	RO SPOKE TOO FAST	SUPERVISOR COACHED RO	8/12/01
48833	8/6/01	RO WAS RUDE	SUPERVISOR COACHED RO	8/28/01
48834	8/6/01	RO DID NOT HONOR REQUEST	SUPERVISOR COACHED RO	8/8/01
48841	8/6/01	RO RELAY PACE	SUPERVISOR COACHED RO	8/12/01
48850	8/7/01	RO SPELLING	SUPERVISOR COACHED RO	8/8/01

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Log #	Date	Description of Issue	Description of Resolution	Date
48851	8/7/01	RO DID NOT FOLLOW INSTRUCTIONS	SUPERVISOR COACHED RO	8/14/01
48855	8/7/01	CA HUNG UP	SUPERVISOR COACHED CA	8/14/01
48857	8/7/01	GARBLE	TECHNICIANS UNABLE TO DUPLICATE	8/21/01
48862	8/7/01	RO PROCEDURE MISUNDERSTANDING	UNABLE TO IDENTIFY RO	8/12/01
48863	8/7/01	"NOISES" ON STS LINE	TECHNICIANS UNABLE TO DUPLICATE	8/14/01
48869	8/8/01	RO HUNG UP	SUPERVISOR COACHED RO	8/22/01
48874	8/8/01	CA HUNG UP	SUPERVISOR COACHED CA	8/8/01
48876	8/8/01	"NOISES" ON LINE	TECHNICIANS UNABLE TO DUPLICATE	8/22/01
48878	8/8/01	RO BROKE TRANSPARENCY	SUPERVISOR COACHED RO	8/14/01
48879	8/8/01	BILLING ISSUE	FORWARDED FOR BILLING ADJUSTMENT	8/8/01
48881	8/8/01	RO DID NOT TYPE VERBATIM	SUPERVISOR COACHED RO	8/21/01
48883	8/8/01	RO DID NOT TYPE VERBATIM	SUPERVISOR COACHED RO	8/22/01
48892	8/9/01	VOLUME CUT IN AND OUT	TECHNICIANS UNABLE TO DUPLICATE	8/23/01
48894	8/9/01	RO TOOK CONTROL OF CALL	SUPERVISOR COACHED RO	8/16/01
48895	8/9/01	RO HUNG UP	UNABLE TO IDENTIFY RO	8/15/01
48896	8/9/01	RO HUNG UP	SUPERVISOR COACHED RO	8/21/01

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Log #	Date	Description of Issue	Description of Resolution	Date
48899	8/9/01	RO HUNG UP	SUPERVISOR COACHED RO	8/12/01
48900	8/9/01	RO HUNG UP	SUPERVISOR COACHED RO	8/12/01
48901	8/9/01	RO HUNG UP	UNABLE TO IDENTIFY RO	8/9/01
48902	8/9/01	RO HUNG UP	RO TERMINATED	8/14/01
48904	8/9/01	RO HUNG UP	SUPERVISOR COACHED RO	8/10/01
48905	8/9/01	RO HUNG UP	SUPERVISOR COACHED RO	8/13/01
48906	8/9/01	RO HUNG UP	SUPERVISOR COACHED RO	8/13/01
48912	8/9/01	"NOISE" ON LINE	TECHNICIANS UNABLE TO DUPLICATE	8/14/01
48914	8/9/01	UNABLE TO MAKE LONG DISTANCE RELAY CALLS	PROPERTY RECORD UPDATED	8/22/01
48916	8/9/01	RO IS NOT FAMILIAR WITH PROCEDURE	SUPERVISOR COACHED RO	8/14/01
48922	8/10/01	CAN NOT RECEIVE RELAY CALLS	CUSTOMER HAS "ANONYMOUS CALL REJECTION"	8/15/01
48926	8/10/01	RO HUNG UP	SUPERVISOR COACHED RO	8/14/01
48944	8/11/01	RO COULD NOT RETRIEVE VOICE MAIL	SUPERVISOR COACHED RO	8/20/01
48945	8/11/01	SUPERVISOR WAS RUDE	MANAGER COACHED SUPERVISOR	8/20/01
48946	8/11/01	RO TYPING ACCURACY, SPELLING	SUPERVISOR COACHED RO	8/16/01
48947	8/11/01	VCO PROFILE INACTIVATED	PROFILE UPDATED	8/15/01

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Log #	Date	Description of Issue	Description of Resolution	Date
48948	8/11/01	RO WAS INATTENTIVE	SUPERVISOR COACHED RO	8/19/01
48952	8/11/01	RO DID NOT FOLLOW INSTRUCTIONS	SUPERVISOR COACHED RO	8/20/01
48958	8/12/01	CRS RINGING, NO ANSWER	EXPERIENCING HIGH CALL VOLUME	8/12/01
48960	8/12/01	RO PROCEDURE MISUNDERSTANDING	SUPERVISOR COACHED RO	8/14/01
48974	8/13/01	RO WAS RUDE	UNABLE TO IDENTIFY RO	8/13/01
48979	8/13/01	RO PROCEDURE MISUNDERSTANDING	SUPERVISOR COACHED RO	8/16/01
48986	8/13/01	ROs ARE INATTENTATIVE	UNABLE TO IDENTIFY RO	8/13/01
48987	8/13/01	CUSTOMER MIS-PROFILED	PROFILE UPDATED	8/15/01
48993	8/13/01	SUPERVISOR WAS INATTENTIVE	MANAGER COACHED SUPERVISOR	8/18/01
48994	8/13/01	RO WAS INATTENTIVE	SUPERVISOR COACHED RO	8/17/01
48995	8/13/01	"NOISE" ON LINE	TECHNICIANS UNABLE TO DUPLICATE	8/14/01
49000	8/13/01	C/S REP DID NOT FOLLOW INSTRUCTIONS	SUPERVISOR COACHED C/S REP	8/20/01
49001	8/13/01	RO DID NOT ANNOUNCE CALL	SUPERVISOR COACHED RO	8/16/01
49015	8/14/01	BUSY SIGNAL WHEN DIALING CUSTOMER SERVICE	TECHNICIANS UNABLE TO DUPLICATE	8/29/01
49026	8/14/01	RO BROKE TRANSPARENCY	SUPERVISOR COACHED RO	8/15/01
49032	8/15/01	RO DID NOT FOLLOW INSTRUCTIONS	SUPERVISOR COACHED RO	8/18/01

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49035	8/15/01	UNABLE TO PROCESS VCO CALL	TEMPORARY TECHNICAL DIFFICULTY	8/15/01
49036	8/15/01	RO WOULD NOT PROCESS A CALL	SUPERVISOR COACHED RO	8/20/01
49038	8/15/01	RO DID NOT FOLLOW DIRECTIONS	SUPERVISOR COACHED RO	8/17/01
49056	8/16/01	RO WAS RUDE	SUPERVISOR COACHED RO	8/18/01
49058	8/16/01	CA HAS A BAD ATTITUDE	SUPERVISOR COACHED CA	8/16/01
49059	8/16/01	UNABLE TO CALL 800 NUMBER	ALTERNATE NUMBER PROVIDED	8/22/01
49062	8/16/01	"NOISES" ON LINE	TECHNICIANS UNABLE TO DUPLICATE	8/22/01
49070	8/17/01	SPANISH CRS RINGING, NO ANSWER	TEMPORARILY HIGH CALL VOLUME	8/17/01
49071	8/17/01	RO DIDN'T FOLLOW PROCEDURES; VOICE CLARITY	SUPERVISOR COACHED RO	8/30/01
49074	8/17/01	RO WAS RUDE	UNABLE TO IDENTIFY RO	8/30/01
49077	8/17/01	TERM PARTY COULD NOT HEAR VCO USER	TECHNICAL ISSUE; RESOLVED	8/29/01
49078	8/17/01	CRS RINGING, NO ANSWER	TEMPORARILY HIGH CALL VOLUME	8/17/01
49081	8/17/01	RO DID NOT EXPLAIN SERVICE	SUPERVISOR COACHED RO	8/23/01
49086	8/18/01	RO DID NOT FOLLOW INSTRUCTIONS	SUPERVISOR COACHED RO	8/22/01
49088	8/18/01	RO DID NOT FOLLOW INSTRUCTIONS	SUPERVISOR COACHED RO	8/20/01
49089	8/18/01	UNABLE TO RECEIVE CRS CALLS	CUSTOMER REFERRED TO LEC	8/22/01

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Log #	Date	Description of Issue	Description of Resolution	Date
49091	8/18/01	RO DID NOT FOLLOW INSTRUCTIONS	SUPERVISOR COACHED RO	8/21/01
49094	8/18/01	RO DID NOT FOLLOW INSTRUCTIONS	SUPERVISOR COACHED RO	8/21/01
49104	8/19/01	VCO FEATURE DELAYED	TECHNICIANS UNABLE TO DUPLICATE	8/19/01
49107	8/19/01	RO HUNG UP	SUPERVISOR COACHED RO	8/23/01
49109	8/19/01	RO HUNG UP	SUPERVISOR COACHED RO	8/23/01
49110	8/19/01	RO DID NOT LEAVE ID OR GENDER	UNABLE TO IDENTIFY RO	8/19/01
49113	8/19/01	CA WAS NOT HELPFUL	SUPERVISOR COACHED CA	8/28/01
49121	8/20/01	RO SPELLING ACCURACY, SPEED	SUPERVISOR COACHED RO	8/22/01
49125	8/20/01	UNABLE TO REACH 800 NUMBER	ALTERNATE NUMBER PROVIDED	8/28/01
49131	8/20/01	BILLING ISSUE	FORWARDED FOR BILLING ADJUSTMENT	8/21/01
49132	8/20/01	RO DID NOT FOLLOW INSTRUCTIONS	SUPERVISOR COACHED RO	8/22/01
49145	8/21/01	ROs ARE NOT PROVIDING ID NUMBERS	UNABLE TO IDENTIFY RO	8/21/01
49148	8/21/01	RO SPELLING ACCURACY, SPEED	SUPERVISOR COACHED RO	8/23/01
49149	8/21/01	CRS RINGING, NO ANSWER	TEMPORARILY HIGH CALL VOLUME	8/29/01
49151	8/21/01	UNABLE TO REACH 800 NUMBER	ALTERNATE NUMBER PROVIDED	8/28/01
49157	8/21/01	VOLUME FADING IN AND OUT	TECHNICIANS UNABLE TO DUPLICATE	8/29/01

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Log #	Date	Description of Issue	Description of Resolution	Date
49165	8/22/01	RO DELAYED ANSWERING A CALL	SUPERVISOR COACHED RO	8/27/01
49166	8/22/01	UNABLE TO REACH 800 NUMBER	ALTERNATE NUMBER PROVIDED	8/29/01
49167	8/22/01	RO PROCEDURE MISUNDERSTANDING	SUPERVISOR COACHED RO	8/28/01
49173	8/22/01	GARBLE	TECHNICIANS UNABLE TO DUPLICATE	8/29/01
49179	8/23/01	RO WAS UNABLE TO RETRIEVE VOICE MAIL	CUSTOMER EQUIPMENT ISSUE	8/23/01
49181	8/23/01	"NOISE" ON LINE	TECHNICIANS UNABLE TO DUPLICATE	8/28/01
49182	8/23/01	BUSY SIGNAL WHEN DIALING STS	TECHNICAL ISSUE; RESOLVED	8/28/01
49183	8/23/01	"NOISE" ON LINE	TECHNICIANS UNABLE TO DUPLICATE	8/28/01
49185	8/23/01	"NOISE" ON LINE	TECHNICIANS UNABLE TO DUPLICATE	9/5/01
49186	8/23/01	VOLUME FADING IN AND OUT	TECHNICIANS UNABLE TO DUPLICATE	8/26/01
49192	8/23/01	UNABLE TO REACH 661 NUMBER	TECHNICAL ISSUE; RESOLVED	8/28/01
49199	8/24/01	GARBLE	TECHNICIANS UNABLE TO DUPLICATE	8/28/01
49201	8/24/01	GARBLE	TECHNICIANS UNABLE TO DUPLICATE	8/28/01
49202	8/24/01	GARBLE	TECHNICIANS UNABLE TO DUPLICATE	8/28/01
49203	8/24/01	UNABLE TO MAKE LONG DISTANCE CALLS	PROPERTY RECORD UPDATED	8/24/01
49204	8/24/01	RO WAS RUDE	UNABLE TO IDENTIFY RO	8/29/01

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Log #	Date	Description of Issue	Description of Resolution	Date
49206	8/24/01	CA PROVIDED WRONG INFORMATION	SUPERVISOR COACHED CA	8/24/01
49207	8/24/01	RO DID NOT EXPLAIN RELAY	UNABLE TO IDENTIFY RO	8/29/01
49208	8/24/01	UNABLE TO REACH CUSTOMER SERVICE	TEMPORARILY HIGH CALL VOLUME	8/25/01
49209	8/24/01	RO WAS RUDE	SUPERVISOR COACHED RO	8/31/01
49211	8/24/01	RO TYPING ACCURACY	SUPERVISOR COACHED RO	8/29/01
49218	8/25/01	GARBLE	TECHNICIANS UNABLE TO DUPLICATE	9/5/01
49226	8/25/01	RO WAS SLOW RETREIVING VOICE MAIL	SUPERVISOR COACHED RO	8/28/01
49233	8/26/01	RO DID NOT FOLLOW PROFILE	SUPERVISOR COACHED RO	8/31/01
49253	8/27/01	RO WAS RUDE	SUPERVISOR COACHED RO	8/29/01
49255	8/27/01	RO DID NOT FOLLOW INSTRUCTIONS	SUPERVISOR COACHED RO	8/29/01
49259	8/27/01	RO WAS RUDE	SUPERVISOR COACHED RO	8/29/01
49269	8/27/01	RO DID NOT FOLLOW INSTRUCTIONS	SUPERVISOR COACHED RO	9/2/01
49270	8/27/01	RO DID NOT FOLLOW INSTRUCTIONS	SUPERVISOR COACHED RO	8/30/01
49271	8/27/01	SLOW TYPING SPEED	UNABLE TO IDENTIFY RO	8/29/01
49277	8/28/01	RO DID NOT RELAY VERBATIM	SUPERVISOR COACHED RO	8/30/01
49279	8/28/01	STS RINGING. NO ANSWER	TEMPORARILY HIGH CALL VOLUME	9/4/01

**FCC CUSTOMER SERVICE SUMMARY LOG
CALIFORNIA RELAY SERVICE AND SPEECH-TO-SPEECH
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Log #	Date	Description of Issue	Description of Resolution	Date
49281	8/28/01	VARIOUS DIFFICULTIES USING STS	TECHNICIANS UNABLE TO DUPLICATE	9/4/01
49284	8/28/01	RO DID NOT FOLLOW INSTRUCTIONS	SUPERVISOR COACHED RO	8/31/01
49289	8/29/01	RO WAS RUDE	UNABLE TO IDENTIFY RO	8/31/01
49292	8/29/01	GARBLE	TECHNICIANS UNABLE TO DUPLICATE	9/5/01
49293	8/29/01	RO TOOK CONTROL OF CALL	SUPERVISOR COACHED RO	8/31/01
49294	8/29/01	RO HUNG UP	UNABLE TO IDENTIFY RO	8/29/01
49300	8/29/01	UNABLE TO REACH CRS 900 ACCESS NUMBER	REFERRED CUSTOMER TO LOCAL PHONE COMPANY	8/29/01
49301	8/29/01	CA RELIEF WAS NOT TRANSPARENT	SUPERVISOR COACHED CA	8/29/01
49302	8/29/01	RO HUNG UP	SUPERVISOR COACHED RO	8/30/01
49308	8/29/01	"NOISES" ON LINE	TECHNICIANS UNABLE TO DUPLICATE	8/29/01
49314	8/30/01	CA CAN NOT UNDERSTAND CUSTOMER	SUPERVISOR COACHED CA	8/30/01
49315	8/30/01	GARBLE	TECHNICIANS UNABLE TO DUPLICATE	9/5/01
49319	8/30/01	STS RINGING, NO ANSWER	TEMPORARILY HIGH CALL VOLUME	8/30/01
49320	8/30/01	RO DID NOT INFORM CUSTOMER THAT VCO WAS ON	SUPERVISOR COACHED RO	8/31/01
49323	8/30/01	RO DID NOT FOLLOW INSTRUCTIONS	SUPERVISOR COACHED RO	9/5/01
49324	8/30/01	STS RINGING, NO ANSWER	TEMPORARILY HIGH CALL VOLUME	8/30/01

FCC CUSTOMER SERVICE SUMMARY LOG
CALIFORNIA RELAY SERVICE AND SPEECH-TO-SPEECH
August 2001

Log #	Date	Description of Issue	Description of Resolution	Date
49343	8/31/01	VOLUME FADING IN AND OUT	TECHNICIANS UNABLE TO DUPLICATE	8/31/01
49345	8/31/01	RO HUNG UP	UNABLE TO IDENTIFY RO	9/4/01
49346	8/31/01	RO HUNG UP	UNABLE TO IDENTIFY RO	9/4/01
49347	8/31/01	RO DID NOT KEEP CUSTOMER INFORMED	SUPERVISOR COACHED RO	9/4/01
49350	8/31/01	GARBLE	TECHNICIANS UNABLE TO DUPLICATE	8/31/01